

**HARTSTENE POINTE WATER-SEWER DISTRICT  
REGULAR MEETING  
District Office  
772 E Chesapeake Drive, Shelton, WA 98584  
July 19, 2018 1:00 P.M.**

**AGENDA**

1. Call to Order
2. Roll Call
3. Subscriber Remarks
4. Correspondence
5. Present Agenda
6. Minutes of the July 05, 2018 Regular Meeting (pgs. 2-3)

**REPORTS:**

7. Commissioner Reports
8. Financial/Administrative Report:
  - Bills to Be Authorized:
    - Voucher 2018-14
    - Voucher CP 56
  - June Financial Report (pgs. 4-5)
  - 2<sup>nd</sup> Quarter Financial Report (pgs. 6-9)
9. Manager's Report (pg. 10)

**BUSINESS:**

10. Resolution 2018-08 Updating the District Employee Paid Time Off Cash Out Policy (pg. 11)
11. Resolution 2018-09 Adopting a Policy Regarding Abusive or Aggressive Customer Behavior (pg. 12)
12. Health Care Authority PEBB Employer Group Interlocal Agreement
13. Wittenberg CPA Payroll Processing Agreement
14. District Clerk Position and Salary Range

**HARTSTENE POINTE WATER-SEWER DISTRICT  
REGULAR MEETING of the BOARD OF COMMISSIONERS  
July 5, 2018  
District Office, 772 E Chesapeake Drive, Shelton, WA 98584**

**MINUTES**

**PRESENT:** President R. Scarola, Secretary A. Hospador, Commissioner D. McNabb, General Manager (GM) D. Carnahan, Accounting and Administrative Services Manager (AAS) M. Carnahan.

**CALL TO ORDER:** The meeting was called to order at 1:00 pm.

**SUBSCRIBER REMARKS:** No subscribers present.

**CORRESPONDENCE:**

- FROM: Department of Ecology RE: April Discharge Monitoring Report violations

**PRESENT AGENDA:** The agenda for the July 5, 2018 regular meeting was presented. *Commissioner McNabb moved to adopt the agenda as presented. Commissioner Hospador seconded. Hearing 3 aye votes and 0 nay votes, the agenda was adopted as presented.*

**MINUTES:** The minutes of the June 21, 2018 Regular Meeting were presented. President Scarola noted a minor correction, which was made. *Commissioner McNabb moved to approve the minutes as amended. Commissioner Hospador seconded. Hearing 3 aye votes and 0 nay votes, the minutes were approved as amended.*

**REPORTS:**

**Commissioner Reports:**

- Commissioner McNabb: presented printouts of the AWWA-PNWS July e-newsletter and the MRSC Water Utilities information webpage.
- Commissioner Scarola: Reported he received an email from Reg Hearn, the General Manager of Grays Harbor County Water District, asking how the District's transition to an employee-based organizational structure was going. Commissioner Scarola noted it may be worthwhile to connect Mr. Hearn with the District's new GM.

**Financial/Administrative Report:**

- Bills to Be Authorized: Voucher 2018-13, in the amount of \$29,153.33, was presented. *Commissioner Hospador moved to approve the voucher. Commissioner McNabb seconded. Hearing 3 aye votes and 0 nay votes, the voucher was approved.*
- May/June Billing Report: Presented and reviewed.

**Manager's Report:** The GM reported on District operations and projects. There was discussion regarding the property owned by the District versus where the District has easements. *Commissioner McNabb moved to authorize the GM to have the District's property surveyed. Commissioner Scarola seconded. Hearing 3 aye votes and 0 nay votes, the motion passed.*

**BUSINESS:**

**General Manager Evergreen Rural Water’s (ERWOW) Fall Conference Attendance Approval:** The GM requested authorization to attend the ERWOW Fall Conference, August 28<sup>th</sup> and 29<sup>th</sup> at Great Wolf Lodge in Grand Mound, Washington, with lodging at the conference location for one night. *Commissioner Hospador moved to approve travel, lodging for one night, and registration costs for the GM to attend the ERWOW Fall Conference. Commissioner McNabb seconded. Hearing 3 aye votes and 0 nay votes, the motion passed.*

**Proposed Payroll Process:** Presented and reviewed. *Commissioner McNabb moved to approve the proposed payroll process. Commissioner Hospador seconded. Hearing 3 aye votes and 0 nay votes, the motion passed.*

**Resolution 2018-07 Establishing the Imprest Amount for the Electronic Funds Transfer Account:** Presented and discussed. *Commissioner Hospador moved to adopt Resolution 2018-07 Establishing the Imprest Amount for the Electronic Funds Transfer Account. Commissioner McNabb seconded. Hearing 3 aye votes and 0 nay votes, the resolution was adopted.*

**Electronic Funds Transfer Account Policies and Procedures Revision:** Presented and discussed. *Commissioner Hospador moved to adopt the Electronic Funds Transfer Account Policies and Procedures as revised. Commissioner McNabb seconded. Hearing 3 aye votes and 0 nay votes, the motion passed.*

**Approve RH2 Final Invoice for Water Treatment Plant Improvements Project:** Presented and discussed. The invoice includes out of scope work for addressing post-bid adoption of building codes and DOH concerns with arsenic elevated levels. *Commissioner Hospador moved to approve payment of the final invoice for the Water Treatment Improvements Services During Construction. Commissioner McNabb seconded. Hearing 3 aye votes and 0 nay votes, the motion passed.*

*The meeting was recessed at 2:35 pm.*

Respectfully Submitted By:

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Name and Title*

Approved at the Regular Meeting of the Board on: \_\_\_\_\_



Hartstene Pointe Water Sewer District  
Monthly Financial Report - Fund Activity

	Beginning Balances	Payments & Transfers Out	Deposits & Transfers In	Ending Balances	Fund Balance Change
<b>Reserve Funds</b>					
030 · Ecology Reserve	38,884.53	-	56.23	38,940.76	56.23
050 · DWSRF Loan Reserve	55,003.52	-	6,928.87	61,932.39	6,928.87
070 · USDA Revenue Bond Reserve	22,534.62	-	360.18	22,894.80	360.18
Total Reserve Funds	116,422.67	-	7,345.28	123,767.95	7,345.28
<b>Unreserved Funds</b>					
EFT Account - Columbia Bank	689.63	(16,368.93)	17,246.60	1,567.30	877.67
Petty Cash Account	1,824.72	(1,557.87)	870.28	1,137.13	(687.59)
Xpress Deposit Account	9,717.61	(39,469.61)	32,670.20	2,918.20	(6,799.41)
010 · Operating Fund	80,000.00	-	-	80,000.00	-
<i>Operating Investment Fund</i>					
010 · Operating Fund - Other	62,916.23	(56,367.72)	55,584.41	62,132.92	(783.31)
Total 010 · Operating Fund	142,916.23	(56,367.72)	55,584.41	142,132.92	(783.31)
065 · Capital Project Account	74,754.45	-	-	74,754.45	-
Total Unreserved Funds	229,902.64	(113,764.13)	106,371.49	222,510.00	(7,392.64)
<b>Committed Funds</b>					
020 · Water/Sewer Committed Fund					
Asset Replacement Fund	21,540.00	-	-	21,540.00	-
Capital Improvement Fund					
<i>I&amp;J Repair</i>	49,540.00	-	-	49,540.00	-
<i>Reservoir Repair</i>	150,000.00	-	-	150,000.00	-
Total Capital Improvement Fund	199,540.00	-	-	199,540.00	-
Risk Management Fund	137,245.36	-	518.19	137,763.55	518.19
Total 020 · Water/Sewer Committed Fund	358,325.36	-	518.19	358,843.55	518.19
Total Committed Funds	358,325.36	-	518.19	358,843.55	518.19
Total Funds	704,650.67	(113,764.13)	114,234.96	705,121.50	470.83

  
 Acct. & Admin. Services Mgr.      Date

I hereby certify that the above statement is true.

Audit Commissioner      Date

## Hartstene Pointe Water Sewer District Profit & Loss Budget vs. Actual January through June 2018

	Jan - Jun 18 (50% of Year)	Total 2018 Budget	\$ Over (Under) Total Budget	% of Total 2018 Budget
<b>Ordinary Income/Expense</b>				
<b>Income</b>				
Non-Operating Revenue	173,619.07	177,471.00	-3,851.93	97.83%
Operating Revenue	317,057.19	642,762.00	-325,704.81	49.33%
<b>Total Income</b>	<b>490,676.26</b>	<b>820,233.00</b>	<b>-329,556.74</b>	<b>59.82%</b>
<b>Expense</b>				
534 · Water Expenditures	113,026.29	469,197.91	-356,171.62	24.09%
535 · WW Treatment Expenditures	76,056.05	210,291.40	-134,235.35	36.17%
538 · Combined W/S Expenditures	75,536.30	142,493.00	-66,956.70	53.01%
<b>Total Expense</b>	<b>264,618.64</b>	<b>821,982.31</b>	<b>-557,363.67</b>	<b>32.19%</b>
<b>Net Ordinary Income</b>	<b>226,057.62</b>	<b>-1,749.31</b>		
<b>Net Income</b>	<b>226,057.62</b>	<b>-1,749.31</b>		

# Hartstene Pointe Water-Sewer District

## Balance Sheet

2nd Quarter, 2018

<b>ASSETS</b>		<b>6/30/2018</b>
<b><u>CURRENT ASSETS</u></b>		
<b><u>Unreserved Funds</u></b>		
Operating Account		122,481
Capital Project Account		74,754
Electronic Funds Transfer Account		824
Xpress EFT Deposit Account		741
Petty Cash Account		638
Total Unreserved Funds		199,438
<b><u>Committed Funds</u></b>		
Asset Replacement Fund		21,540
Capital Improvement Fund		
I&I Repair	49,540	
Reservoir Repair	150,000	
Other Capital Improvements	-	
Total Capital Improvement Fund		199,540
Risk Management Fund		137,764
Total Committed Funds		358,844
<b><u>Reserve Funds</u></b>		
Ecology Reserve		38,941
DWSRF Loan Reserve		61,932
USDA Revenue Bond Reserve		22,895
Total Reserved Funds		123,768
<b>TOTAL CURRENT ASSETS</b>		<b>\$ 682,049</b>
<b><u>FIXED ASSETS</u></b>		
<b><u>Land and Improvements</u></b>		
Water		391,662
Wastewater/Sewer		1,679,875
<b><u>Equipment</u></b>		
Water		1,618,867
Wastewater/Sewer		1,391,775
<b>TOTAL FIXED ASSETS</b>		<b>\$ 5,082,178</b>
<b>Total Assets</b>		<b>\$ 5,764,227</b>
<b>LIABILITIES AND EQUITIES</b>		
<b><u>LIABILITIES</u></b>		
USDA Revenue Bond		467,065
DWSRF Loan		1,232,774
Dept. of Ecology Loan		336,196
<b>TOTAL LIABILITIES</b>		<b>\$ 2,036,036</b>
<b><u>EQUITY</u></b>		
Net Income for the Period		226,058
Equity		3,502,134
<b>TOTAL EQUITY</b>		<b>\$ 3,728,191</b>
<b>Total Liabilities &amp; Equity</b>		<b>\$ 5,764,227</b>

CERTIFIED CORRECT

Date  
7/16/2018

*Mical Carnahan*  
Mical Carnahan, Acct. & Admin. Services Manager

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## Hartstene Pointe Water Sewer District Profit & Loss Budget vs. Actual January through June 2018

	Jan - Jun 18 (50% of Year)	Total 2018 Budget	\$ Over (Under) Total Budget	% of Total 2018 Budget
<b>Income</b>				
Non-Operating Revenue	173,619.07	177,471.00	-3,851.93	97.83%
<b>Operating Revenue</b>				
343.40 · Water Sales and Services	165,317.86	330,823.00	-165,505.14	49.97%
343.50 · Sewer Sales and Services	149,806.36	305,575.00	-155,768.64	49.02%
359.90 · Penalties and Fees	1,932.97	6,364.00	-4,431.03	30.37%
<b>Total Operating Revenue</b>	<u>317,057.19</u>	<u>642,762.00</u>	<u>-325,704.81</u>	<u>49.33%</u>
<b>Total Income</b>	490,676.26	820,233.00	-329,556.74	59.82%
<b>Expense</b>				
<b>534 · Water Expenditures</b>				
534.30 · Supplies - Water	2,406.44	4,500.00	-2,093.56	53.48%
<b>534.40 · Services - Water</b>				
<b>Professional Services - Water</b>				
Meter Reading	1,879.44	3,360.00	-1,480.56	55.94%
41 1010 · Attorney Fees - Water	0.00	250.00	-250.00	0.0%
41 1020 · Consultant Fees - Water	0.00	250.00	-250.00	0.0%
41 1040 · Operations - Water	15,618.75	31,487.00	-15,868.25	49.6%
41 1041 · Operations - Non-routine Water	0.00	350.00	-350.00	0.0%
41 1050 · Lab Testing - Water	621.80	1,070.00	-448.20	58.11%
<b>Total Professional Services - Water</b>	<u>18,119.99</u>	<u>36,767.00</u>	<u>-18,647.01</u>	<u>49.28%</u>
<b>Water Repair and Maint.</b>				
<b>48 1030 · Repair &amp; Maintenance - Water</b>				
JMS Contract	9,656.41	17,850.00	-8,193.59	54.1%
Other	1,539.82	5,000.00	-3,460.18	30.8%
<b>Total 48 1030 · Repair &amp; Maintenance - Water</b>	<u>11,196.23</u>	<u>22,850.00</u>	<u>-11,653.77</u>	<u>49.0%</u>
<b>Total Water Repair and Maint.</b>	11,196.23	22,850.00	-11,653.77	49.0%
47 1010 · Electric - Water	4,584.24	9,500.00	-4,915.76	48.26%
<b>Total 534.40 · Services - Water</b>	<u>33,900.46</u>	<u>69,117.00</u>	<u>-35,216.54</u>	<u>49.05%</u>
534.50 · Intergov - Water	9,131.90	17,411.00	-8,279.10	52.45%
<b>594.34 · Capital Expenditures - Water</b>				
Generator	0.00	30,000.00	-30,000.00	0.0%
<b>Reservoir</b>				
Cathodic Protection Repair	0.00	20,000.00	-20,000.00	0.0%
Mixer	15,949.50	12,000.00	3,949.50	132.91%
Painting/Repair	0.00	150,000.00	-150,000.00	0.0%
<b>Total Reservoir</b>	<u>15,949.50</u>	<u>182,000.00</u>	<u>-166,050.50</u>	<u>8.76%</u>
Well #1 Replacement	1,090.00	45,000.00	-43,910.00	2.42%
Well #2 Rehab	19,682.99	0.00	19,682.99	100.0%
WTP Improvements Project	11,200.00			

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## Hartstene Pointe Water Sewer District Profit & Loss Budget vs. Actual January through June 2018

	Jan - Jun 18 (50% of Year)	Total 2018 Budget	\$ Over (Under) Total Budget	% of Total 2018 Budget
Total 594.34 · Capital Expenditures - Water	47,922.49	257,000.00	-209,077.51	18.65%
Total 59X.34 · Debt Service - Water	19,665.00	121,169.91	-101,504.91	16.23%
Total 534 · Water Expenditures	113,026.29	469,197.91	-356,171.62	24.09%
535 · WW Treatment Expenditures				
Total 535.30 · Supplies - WW Treatment	386.26	6,000.00	-5,613.74	6.44%
535.40 · Services - WW Treatment				
Professional Services - WWT				
41 3010 · Attorney Fees - WW Treatment	0.00	250.00	-250.00	0.0%
41 3020 · Consultant Fees - WW Treatment	0.00	250.00	-250.00	0.0%
41 3040 · Operations - WW Treatment	27,000.00	54,000.00	-27,000.00	50.0%
41 3041 · Operations - Non-routine WWT	1,780.00	4,000.00	-2,220.00	44.5%
41 3050 · Lab Testing - WW Treatment	3,215.25	8,058.00	-4,842.75	39.9%
Total Professional Services - WWT	31,995.25	66,558.00	-34,562.75	48.07%
WW Treatment Maint. and Repair				
48 3010 · Biosolids Disposal	0.00	20,000.00	-20,000.00	0.0%
48 3020 · SCADA - WW Treatment	1,370.00	1,500.00	-130.00	91.33%
48 3030 · Repair & Maint. - WW Treatment				
JMS Contract	4,514.29	15,750.00	-11,235.71	28.66%
Other	193.40	8,000.00	-7,806.60	2.42%
Sewer Collection	402.25	20,000.00	-19,597.75	2.01%
Total 48 3030 · Repair & Maint. - WW Treatment	5,109.94	43,750.00	-38,640.06	11.68%
Total WW Treatment Maint. and Repair	6,479.94	65,250.00	-58,770.06	9.93%
47 3010 · Electric - WW Treatment	5,986.20	12,000.00	-6,013.80	49.89%
Total 535.40 · Services - WW Treatment	44,461.39	143,808.00	-99,346.61	30.92%
535.50 · Intergov - WW Treatment	2,881.60	7,372.00	-4,490.40	39.09%
594.35 · Capital Expenditures - WWT				
Other	6,831.60	0.00	6,831.60	100.0%
Pellet Disinfection	2,439.50	15,000.00	-12,560.50	16.26%
Total 594.35 · Capital Expenditures - WWT	9,271.10	15,000.00	-5,728.90	61.81%
59X.35 · Debt Service - WW Treatment	19,055.70	38,111.40	-19,055.70	50.0%
Total 535 · WW Treatment Expenditures	76,056.05	210,291.40	-134,235.35	36.17%
538 · Combined W/S Expenditures				
538.10 · Salaries & Wages				
Elected Officials				
10 0010 · Commissioner 1	1,710.00	3,591.00	-1,881.00	47.62%
10 0020 · Commissioner 2	2,297.00	4,032.00	-1,735.00	56.97%
10 0030 · Commissioner 3	2,052.00	3,591.00	-1,539.00	57.14%
Total Elected Officials	6,059.00	11,214.00	-5,155.00	54.03%



## Hartstene Pointe Water Sewer District Profit & Loss Budget vs. Actual January through June 2018

	Jan - Jun 18 (50% of Year)	Total 2018 Budget	\$ Over (Under) Total Budget	% of Total 2018 Budget
Total 538.10 · Salaries & Wages	6,059.00	11,214.00	-5,155.00	54.03%
538.20 · Personnel Benefits, Payroll Tax	244.22	858.00	-613.78	28.46%
538.30 · Supplies - Combined W/S	1,773.83	3,350.00	-1,576.17	52.95%
538.40 · Services - Combined W/S				
Management				
41 4010 · General Manager	23,428.15	47,231.00	-23,802.85	49.6%
41 4020 · Acct & Admin Services	20,357.50	42,000.00	-21,642.50	48.47%
Total Management	43,785.65	89,231.00	-45,445.35	49.07%
Other Services - Combined W/S				
Information Technology	3,143.23	3,143.00	0.23	100.01%
Lockbox	4,950.03	4,845.00	105.03	102.17%
Online Payment System	883.75	1,800.00	-916.25	49.1%
Storage Unit Rental	420.00	840.00	-420.00	50.0%
361.19 · Credit Card Processing Fees	928.94	1,900.00	-971.06	48.89%
42 0010 · Postage	516.80	1,400.00	-883.20	36.91%
42 0020 · Telephones	3,648.12	6,156.00	-2,507.88	59.26%
44 0010 · Legal Notices & Publications	144.00	255.00	-111.00	56.47%
46 0010 · Liability Insurance	0.00	10,042.00	-10,042.00	0.0%
49 0010 · Professional Dues	1,137.91	1,650.00	-512.09	68.96%
49 0020 · Printing to Subscribers	282.72	1,800.00	-1,517.28	15.71%
Total Other Services - Combined W/S	16,055.50	33,831.00	-17,775.50	47.46%
43 · Travel/Mileage/Training	1,980.99	3,500.00	-1,519.01	56.6%
538.40 · Services - Combined W/S - Other	104.98	0.00	104.98	100.0%
Total 538.40 · Services - Combined W/S	61,927.12	126,562.00	-64,634.88	48.93%
538.50 · Intergov - Combined W/S	5,532.13	509.00	5,023.13	1,086.86%
Total 538 · Combined W/S Expenditures	75,536.30	142,493.00	-66,956.70	53.01%
Total Expense	264,618.64	821,982.31	-557,363.67	32.19%
Net Income	226,057.62	-1,749.31		
	<u>226,057.62</u>	<u>-1,749.31</u>		

(9)

**HARTSTENE POINTE WATER-SEWER DISTRICT**  
**General Manager's Report**  
**July 19, 2018**

**Human Resources**

I plan to advertise the position of District Clerk on August 1<sup>st</sup> 2018. I hope to have this position filled by the end of August with a September 1<sup>st</sup> start date. The District Clerk will work side by side with our Accounting and Administrative Services Manager through the end of 2018.

**Water**

All systems are functioning normally and we are keeping up with the demands of the season though water usage is extremely high averaging between 70,000-90,000 gallons per day.

There was a fire just down the road from the community on Monday which made it necessary for fire districts to fill their water trucks in Hartstene Pointe. Fortunately we had no trouble keeping up with the demand. The wells recovered throughout the night.

**Well 4 Project**

Nothing new to report.

**Sewer Collection**

Nothing new to report.

**Waste Water Treatment**

Noah has removed the trees inside the gate. I have not received an invoice for this work as of yet.

Chlorination room project is moving along. I'm still waiting on RH2 to send a certified letter to Department of Ecology who will give us the final go ahead on this project.

**Customer Service**

There is an issue with Bank of America's payment remittance on behalf of some of our customers. Miceal is working to rectify.

Mont checked in with Donna Fellman after an emergency shutoff on Promontory last Friday. She noted that her water was brown. Mont was able to flush the line at the hydrant and checked to make sure that the issue was resolved.

**General District Business**

I'm waiting on a final invoice from Black Diamond Roofing for the Well 1 treatment building roof replacement.

Following the discussion from the last board meeting on the need/desire to have different legal representation than HPMA, I have begun collecting information and recommendations on different attorneys in the area that are experienced in dealing with public utilities.

Submitted by David Carnahan

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**HARTSTENE POINTE WATER-SEWER DISTRICT  
MASON COUNTY, WASHINGTON**

**RESOLUTION 2018-08**

**A RESOLUTION OF THE  
HARTSTENE POINTE WATER-SEWER DISTRICT COMMISSIONERS  
UPDATING THE DISTRICT EMPLOYEE PAID TIME OFF CASH OUT POLICY**

**WHEREAS**, the Hartstene Pointe Water-Sewer District has set forth certain policies, practices, and procedures which relate to employment matters in the Hartstene Pointe Water-Sewer District Employee Handbook; and

**WHEREAS**, the Hartstene Pointe Water-Sewer District Board of Commissioners recognizes that at times it may become necessary to amend the District Employee Handbook to comply with established and new laws and regulations;

**NOW, THEREFORE**, the Board of Commissioners hereby resolves to update the District's paid time off cash out policy as follows and to incorporate these updates into the District's Employee Handbook:

1. **Compensation and Benefits: HRA VEBA**

Strike the following language from the HRA VEBA section of the Employee Handbook: *"Paid Time Off Contributions – Retirement or Separation from Service: Eligibility is limited to regular employees who retire or separate from service with leave cash-out rights during the term hereof. The employee may elect to have the District contribute 50% of the value of unused PTO accrued and available for cash-out upon retirement or separation from service per the policy set forth in the Leave: Paid Time Off section of the Employee Handbook."*

2. **Leave: Paid Time Off**

Strike the following language from the Paid Time Off section of the Employee Handbook: *"The employee may choose to have the payment included in his/her final paycheck or contributed to the employee's HRA VEBA account."*

**ADOPTED** by the District Board of Commissioners at its scheduled meeting on this 19th day of July, 2018.

Hartstene Pointe Water-Sewer District  
Mason County, Washington

\_\_\_\_\_  
Robert Scarola, President

\_\_\_\_\_  
David McNabb, Commissioner

\_\_\_\_\_  
Andrew Hospador, Secretary

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HARTSTENE POINTE WATER-SEWER DISTRICT  
MASON COUNTY, WASHINGTON

RESOLUTION 2018-09

A RESOLUTION OF THE  
HARTSTENE POINTE WATER-SEWER DISTRICT COMMISSIONERS  
ADOPTING A POLICY REGARDING ABUSIVE OR AGGRESSIVE CUSTOMER  
BEHAVIOR

**WHEREAS**, the Hartstene Pointe Water-Sewer District has set forth certain policies, practices, and procedures which relate to employment matters in the Hartstene Pointe Water-Sewer District Employee Handbook; and

**WHEREAS**, the Hartstene Pointe Water-Sewer District Board of Commissioners recognizes that at times it may become necessary to amend, as needed, the District Employee Handbook to reflect the employment matters set forth therein; and

**WHEREAS**, the Board recognizes the need to establish policies which protect District employees and contractors from aggressive or abusive customer behavior;

**NOW, THEREFORE**, the Board of Commissioners hereby resolves to adopt the following policy and incorporate the policy into the District's Employee Handbook:

*Abusive or Aggressive Customer Behavior*

Hartstene Pointe Water-Sewer District strives to treat customers in a professional and courteous manner. There are some rare instances where a customer may become abusive or aggressive, either verbally or physically, against a District employee or contractor. When the General Manager has been satisfied that every effort has been made by staff to meet a customer's needs, he/she may make the decision to exclude dealings with a particularly difficult customer. The following steps outline the District's protocol for dealing with an aggressive or abusive customer:

1. All aggressive/abusive behavior by the customer must be documented. This must be in writing and the customer should also be warned that their abusive behavior will not be tolerated and will result in the restriction of interaction with the District.
2. The District will send a certified letter notifying the customer that they will no longer be able to contact District staff in person or over the phone, and all future correspondence will need to be in writing. If other contact is necessary, it will have to be with a designated person on the customer's account.

**ADOPTED** by the District Board of Commissioners at its scheduled meeting on this 19th day of July, 2018.

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Robert Scarola, President

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David McNabb, Commissioner

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Andrew Hospador, Secretary

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